

02 July 2026

Dear

Regarding: ATISN 27064

Thank you for your information request of 7 June 2026. A response to your request is provided below.

Your Request

Under the FOIA I would like to request CSV file copies of the HIW register of regulated services in Wales for every month dating back during the last 15 years. An example of the specific CSV type I refer to can be found here:

<https://digital.careinspectorate.wales/directory/data-extract> , although I appreciate that is CIW and not HIW data, I trust the same format with the same fields is possible.

If 15 years is not possible, I would like to go back as far as possible, please. This is for research purposes. May I also please enquire as to any data API you have?

Our Response

Please find attached a spreadsheet of regulated healthcare settings. Please note that some information recorded by Care Inspectorate Wales (CIW) is not collected or held by Healthcare Inspectorate Wales (HIW). In order to provide complete data for registration and deregistration, month on month, going back 15 years, it would be necessary to manually review individual records for approximately 780 regulated healthcare settings. We estimate that this process would take at least 64 hours to complete.

Section 12 of the Freedom of Information Act 2000 does not oblige a public authority to comply with a request for information if the authority estimates that the cost of compliance would exceed the appropriate limit. The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 set this limit at £600.

In accordance with these Regulations, staff time is calculated at a rate of £25 per hour. This means that the appropriate limit would be exceeded where the time required to comply with a request exceeds 24 hours. As we estimate that this request would take significantly longer than 24 hours to complete, we are unable to provide the requested historical information under Section 12 of the Act.

While we have provided the available data in spreadsheet format, we are not required to create or reformat information into a new structure, including API-compatible or bespoke data formats, to meet the specific requirements of your request.

Next Steps

HIW operates within the Welsh Government's framework for handling Freedom of Information requests. If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff, CF10 3NQ

or Email: Freedomofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Enclosure: List of Regulated Services